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Subject: Making Neighborhoods Safer, Together  
Date: Oct 12, 2019 at 1:38:43 PM  
To: Jenkins Richard [rjenkins@village-npb.org](mailto:rjenkins@village-npb.org)

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Dear Neighbor,

At Ring, our mission is to make neighborhoods safer. It's our belief that when communities work together, safer neighborhoods become a reality, which is why we created the Neighbors app.

The foundation of Neighbors is that as a customer, you are in control of your security, devices and personal information, and that your privacy is our priority. It's that simple.

The Neighbors Portal is an extension of the Neighbors app that allows local law enforcement to engage with our customers. We want to share details about how we've designed the Neighbors Portal:



- **No access to devices.**

Law enforcement are never given access to users cameras or devices through the Neighbors Portal or by Ring.

- **No direct access to users when making video requests.**

Your local law enforcement agency can use Neighbors to request assistance in an investigation. To protect your privacy and your ability to decline the request, law enforcement must go through the Neighbors Portal when making a request. You have 100% control – if you choose not to share, or you [opt out of future requests](#), your local law enforcement will never know as you'll remain totally anonymous.

- **No user account information.**

Users are identified in the Neighbors Portal only as “Neighbor #”. Although law enforcement knows the users posting content reside within their jurisdiction, law enforcement cannot see or access user account



information.

- **No device location.**

The Neighbors Portal does not provide law enforcement with the addresses at which any devices are located.

Here's an example of what happens when residents and law enforcement come together:  
[Ring Partners with Police to Help Fight Crime, Good Morning America](#)

As a Ring customer, you place your trust in us to help protect your home and community, and we take that responsibility seriously. We will continue to prioritize privacy, security, and user control as we pursue and improve technologies to help achieve our mission of making neighborhoods safer.

To learn more about how Ring has helped communities and local law enforcement work together while protecting customer privacy, [click](#)



[here](#). And if you would like to get your community more involved, [click here](#).

Thanks,  
Jamie

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